

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
STS Director 1 – Enterprise Solutions Lead

Job Summary: Reports to the Executive Director of Enterprise Shared Solutions within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on supporting Everbridge, ServiceNow (SNOW), and Zendesk.

Responsibilities:

- Direct technical standards definitions, constraints, and best practices to guard the technical integrity and sustainability of the assigned enterprise platforms for efficient maintenance, monitoring, and administration for the long term.
- Direct application governance of assigned enterprise platforms to provide a structured and systematic way to ensure that application investments support the organization's business goals and objectives.
- Assist in setting the strategic direction and priorities for Enterprise Solutions to include Everbridge, SNOW, Zendesk, and Release Management.
- Lead the efforts for SNOW (internal and external) priority enhancements, testing, managing resources and customer communication.
- Maintain and promote effective customer service relationships with users, business owners, vendors and agency leadership to inform them of services offered by Everbridge, SNOW and Zendesk.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how Everbridge, SNOW or Zendesk can meet their business needs.
- Develop and align strategies based on performance metrics, business requirements and input for assigned team(s).
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors for assigned areas.
- Develop objectives for assigned functional units to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within functional areas to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Review and approve cost models and rates for assigned areas.
- Evaluate existing workforce against current and future service offerings.
- Monitor the IT operational environment, to include assigned IT operations, infrastructure, and other relevant work systems through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Make strategic recommendations to executive management.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Eight years of experience directing IT operations and functions of considerable difficulty.
- Five years of managerial experience.
- Experience working with Executive Leadership to create IT vision and IT strategies.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior experience leading enterprise solutions initiatives.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Negotiation

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- Problem Solving
- Directing Others
- Priority Setting
- Drive for Results
- Building Effective Teams
- Customer Focus
- Strategic Agility
- Organizing
- Conflict Management
- Motivating Others
- Critical Thinking
- Judgment and Decision Making

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.